



*THE CITIZENS' ADVOCATE OFFICE*  
*"Promoting Fairness and Efficiency in Public Administration"*  
**Lexington-Fayette Urban County Government**  
**"The Horse Capital of the World"**

## **1st Quarter Summary Report 2014**

During the 1st quarter of 2014, a total of 60 citizen contacts were received in the Citizens' Advocate Office. Citizen contacts consist of three types:

1. Requests for assistance
2. Requests for information
3. Complaints expressing a grievance against the Lexington-Fayette Urban County Government, its officers, agents or employees.

Table 1 on page 2 of this report summarizes the total number and type of citizen contacts for each council district. Table 2 on page 2 breaks the citizen contacts down by council district and the department or departments involved. Please note that the total number of contacts for departments exceeds the total number of contacts received by the Citizens' Advocate Office. This is because some contact issues may concern more than one department.

In Chart 1 on page 3 you will find a running total of contacts for calendar year 2014 as compared to the total number of contacts for calendar year 2013. Chart 2 on page 3 summarizes the number of cases closed within fifteen working days of the citizens' contact, the number of cases that took more than fifteen working days to complete, and the number of cases carried over until the next quarter. All cases carried over from the previous quarter have been completed.

### **DID YOU KNOW?**

On February 11, 2014, the Lexington-Fayette Urban County Human Rights Commission hosted an open forum between the community, law enforcement and government representatives.

An open discussion was held with panelists which included Lexington-Fayette Urban County Government Police Chief Ronnie Bastin, representatives from the U.S. Department of Justice, representatives from the Lexington-Fayette Urban County Human Rights Commission and the Lexington-Fayette Urban County Government Citizens' Advocate.

On February 12, 2014, Walter Atkinson, Senior Conciliation Specialist with the Community Relations Service of the U.S. Department of Justice conducted a training session on "Responding to Allegation of Racial Profiling-Building Trust Between Police and the Community." The free training session was attended by community leaders, law enforcement and government representatives.

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**Table 1**

**1st Quarter Citizen Complaint Types**

DISTRICT	Assistance	Complaint	Informational	Grand Total
1	1	2		3
2	1		1	2
3		2		2
4	2	1	1	4
5	4	1		5
6		1		1
7	4	1		5
8		4	2	6
9	1			1
10	1	1	1	3
12		2		2
13	7	7	12	26
Grand Total	21	22	17	60

**Table 2**

**1st Quarter - Number of Citizen Contacts Received Within a Council District**

DISTRICT	Council	Environmental Quality and Public Works	Finance	General Services	Law	Mayor's Office	Outside Agency	Planning	Public Safety	Grand Total
1				1	2		1	1	1	6
2	1						1			2
3	1					1		1		3
4		2	1				1	1		5
5	1	1				1	2	2	1	8
6		1								1
7		1	1		1		1	1	3	8
8	2	3		1			2	1	1	10
9		1							1	2
10	1	1					1	1		4
12					1			1		2
13	3	2		2			18		5	30
Grand Total	9	12	2	4	4	2	27	9	12	81

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Chart 1

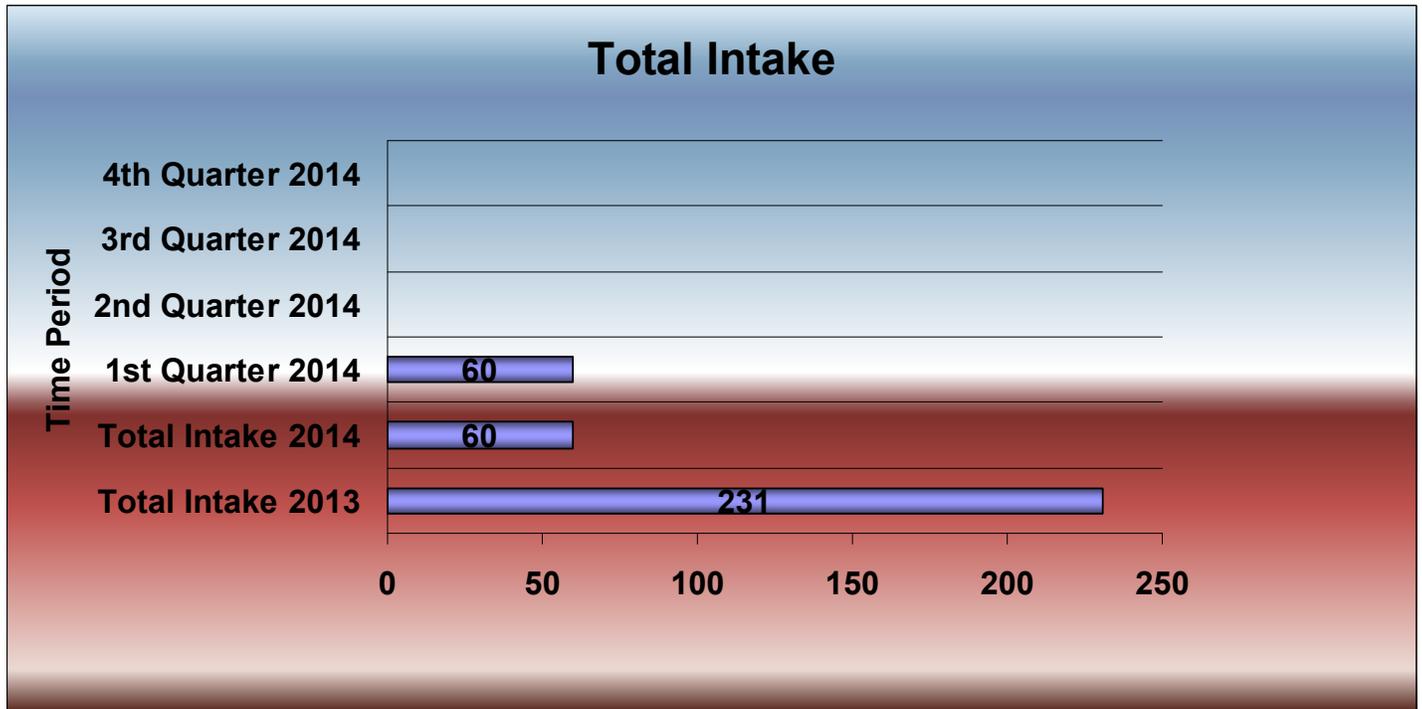
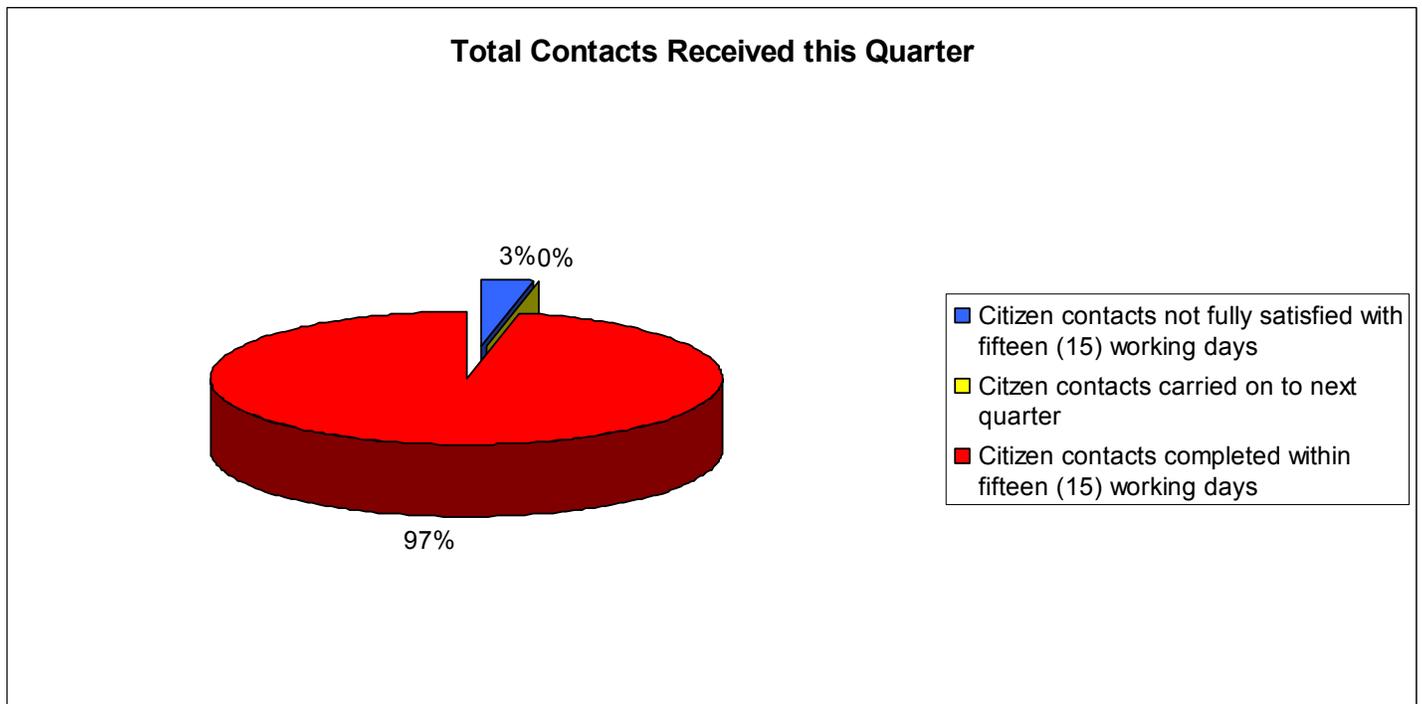


Chart 2



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**TO CONTACT THE CITIZENS' ADVOCATE**

**Citizens' Advocate:** Penny McFadden

**Write:** Office of the Citizens' Advocate, Lexington-Fayette Urban County Government,  
200 East Main Street Room 441, Lexington, KY 40507

**Telephone:** (859) 258-3230

**Fax:** (859) 258-3232

**In Person:** For an appointment call (859) 258-3230

**Walk-ins:** Available anytime during business hours

**Web page:** [www.lexingtonky.gov](http://www.lexingtonky.gov)

**Email:** [citadv@lexingtonky.gov](mailto:citadv@lexingtonky.gov)

**Office Hours:**

Monday, Wednesday, Thursday and Friday

(9:00 am to 1:00 pm);

Tuesday

(1:00 pm to 5:00 pm)